

after speaking with several agents at suncom i finally came to the conclusion that the majority of these agents are not concerned with the needs of the consumer. April, of the Richmond Virginia demonstrated this several times. She proceeded to put me on hold several times "while she spoke with her supervisor". After the fifth time i was put on hold i asked to speak with her supervisor. she said this would not be possible. then i asked for his name. she also stated that this would not be possible, she stated "it is against company policy to give out this information". THIS IS A BLATENT LIE. The majority of representatives at suncom (over 85%) contradict other departments within the company. I realized this after speaking with the Billing Department, Customer Service, Account Services, and Customer Care. The amount of information they were willing to divulge about my account is extremely limited. I am under the impression that suncom's representatives are either incompetent or liars.